

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

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- B1.
1. (CURRENTLY AMENDED) A computer program product comprising:
a computer usable medium having computer readable program code for
regenerating message data embodied therein, said computer readable program code
configured to:
generate a first message ^{previously} to a customer;
transmit said first message to ~~a first user~~ said customer;
obtain an inquiry from a ~~second~~ user for a duplicate of said first message;
regenerate said duplicate of said first message in response to said inquiry.
2. (ORIGINAL) The computer program product of claim 1 wherein said first
message is generated in response to a triggering event. (service request)

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3. (CURRENTLY AMENDED) The computer program product of claim 1 wherein said computer readable program code configured to regenerate said duplicate further comprises computer program code configured to:

obtain template data associated with said first message;

obtain general information associated with said first message;

~~combined~~ combine said template data and said ~~user~~ general information.

4. (CURRENTLY AMENDED) The computer program product of claim 3 wherein said general information comprises ~~user~~ customer specific information.

5. (ORIGINAL) The computer program product of claim 4 wherein said general information comprises previously calculated information.

6. (CURRENTLY AMENDED) The computer program product of claim 1 wherein said ~~second~~ user comprises an entity representative.

7. (CURRENTLY AMENDED) A method comprising:

generating a first message to a customer;

transmitting said first message to said customer ~~a first user~~;

obtaining an inquiry from a ~~second~~ user for a duplicate of said first message; and

regenerating said duplicate of said first message in response to said inquiry.

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8. (PREVIOUSLY PRESENTED) The method of claim 7 wherein said first message is generated in response to a triggering event.

9. (CURRENTLY AMENDED) The method of claim 7 wherein said regenerating said duplicate further comprises:

~~obtain~~ obtaining template data associated with said first message;

~~obtain~~ obtaining general information associated with said first message;

~~combined~~ combining said template data and said general ~~user~~ information.

10. (CURRENTLY AMENDED) The method of claim 9 wherein said general information comprises information associated with said customer ~~a specific user~~.

11. (PREVIOUSLY PRESENTED) The method of claim 9 wherein said general information comprises previously calculated numerical data.

12. (CURRENTLY AMENDED) The method of claim 7 wherein said ~~second~~ user comprises an entity representative.

13. (CURRENTLY AMENDED) An apparatus comprising:

a processor;

memory coupled to said processor;

said memory comprising computer readable program code configured to:

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generate a first message to a customer;

transmit said first message to said customer ~~a first user~~;

obtain an inquiry from a ~~second~~ user for a duplicate of said first message;

and

regenerate said duplicate of said first message in response to said inquiry.

14. (PREVIOUSLY PRESENTED) The apparatus of claim 13 wherein said first message is generated in response to a triggering event.

15. (CURRENTLY AMENDED) The apparatus of claim 13 wherein said computer readable program configured to regenerate said duplicate further comprises computer readable program code configured to:

obtain template data associated with said first message;

obtain general information associated with said first message;

~~combined~~ combine said template data and said general ~~user~~ information.

16. (CURRENTLY AMENDED) The apparatus of claim 15 wherein said general information comprises information associated with said customer ~~a specific user~~.

17. (PREVIOUSLY PRESENTED) The apparatus of claim 15 wherein said general information comprises previously calculated numerical data.

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18. (CURRENTLY AMENDED) The apparatus of claim 13 wherein said ~~second~~ user comprises an entity representative.

19. (CURRENTLY AMENDED) A computer program product comprising:
a computer usable medium having computer readable program code for
regenerating electronic mail embodied therein, said computer readable program code
configured to:

obtain a request from a user for a ~~previously transmitted~~ an electronic mail
message previously transmitted to a customer ~~from a user~~;

obtain template data associated with said ~~previously transmitted~~ electronic mail
message;

obtain ~~user~~ customer information about said customer ~~user~~;

obtain previously calculated information associated with said ~~previously~~
~~transmitted~~ electronic mail message;

recreate a new version of said ~~previously transmitted~~ electronic mail message by
combining said ~~user~~ customer information, said previously calculated information, and
said template data.

20. (PREVIOUSLY PRESENTED) The computer program product of claim
19 wherein said template varies depending upon what type of trigger event initiated said
request.

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21. (CURRENTLY AMENDED) The computer program product of claim 20 wherein said templates comprises information related to a customer transaction ~~with a user~~.

22. (CURRENTLY AMENDED) The computer program product of claim 19 wherein said ~~previously transmitted~~ electronic mail message comprises a message personalized for said user.

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23. (CURRENTLY AMENDED) The computer program product of claim 19 wherein said new version of said ~~previously transmitted~~ electronic mail message is sent to said user for display.

24. (PREVIOUSLY PRESENTED) The computer program product of claim 23 wherein said user comprises a customer service representative.

25. (CURRENTLY AMENDED) The computer program product of claim 23 wherein said user comprises said customer ~~an end user~~.

26. (CURRENTLY AMENDED) The computer program product of claim 19 wherein said ~~user~~ customer information is obtained from a historical data file.

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27. (CURRENTLY AMENDED) The computer program product of claim 26 wherein said historical data file comprises information providing a reason for transmitting said ~~previously transmitted~~ electronic mail message.

28. (PREVIOUSLY PRESENTED) The computer program product of claim 26 wherein said template data is separable from said historical data file.

29. (PREVIOUSLY PRESENTED) The computer program product of claim 26 wherein said historical data file comprises transaction information.

30. (CURRENTLY AMENDED) The computer program product of claim 29 wherein said transaction information comprises data associated with a said customer.

31. (CURRENTLY AMENDED) A method for regenerating message data comprising:

obtaining a request ~~for a previously transmitted electronic mail message~~ from a user for an electronic mail message previously transmitted to a customer;

obtaining template data associated with said ~~previously transmitted~~ electronic mail message;

obtaining ~~user~~ customer information about said customer ~~user~~;

obtaining previously calculated information associated with said ~~previously transmitted~~ electronic mail message;

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recreating a new version of said ~~previously transmitted~~ electronic mail message by combining said ~~user~~ customer information, said previously calculated information, and said template data.

32. (PREVIOUSLY PRESENTED) The method of claim 31 wherein said template varies depending upon what type of trigger event initiated said request.

33. (CURRENTLY AMENDED) The method of claim 31 wherein said templates comprises information related to a transaction with said customer ~~a user~~.

34. (CURRENTLY AMENDED) The method of claim 31 wherein said ~~previously transmitted~~ electronic mail message comprises a message personalized for said user.

35. (CURRENTLY AMENDED) The method of claim 31 wherein said new version of said ~~previously transmitted~~ electronic mail message is sent to said user for display.

36. (PREVIOUSLY PRESENTED) The method of claim 35 wherein said user comprises a customer service representative.

B1 37. (CURRENTLY AMENDED) The method of claim 35 wherein said user comprises said customer ~~an end-user~~.

38. (CURRENTLY AMENDED) The method of claim 31 wherein said ~~user~~ customer information is obtained from a historical data file.

39. (CURRENTLY AMENDED) The method of claim 38 wherein said historical data file comprises information providing a reason for transmitting said ~~previously transmitted~~ electronic mail message.

40. (PREVIOUSLY PRESENTED) The method of claim 38 wherein said template data is separable from said historical data file.

41. (PREVIOUSLY PRESENTED) The method of claim 38 wherein said historical data file comprises transaction information.

42. (CURRENTLY AMENDED) The method of claim 41 wherein said transaction information comprises data associated with a said customer.

43. (CURRENTLY AMENDED) An apparatus for regenerating message data comprising:

a processor;

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memory coupled to said processor;

said memory comprising a regeneration module configured to:

obtain a request ~~for a previously transmitted electronic mail message~~ from
a user for an electronic mail message previously transmitted to a customer;

obtain template data associated with said ~~previously transmitted~~ electronic
mail message;

obtain ~~user~~ customer information about said customer ~~user~~;

obtain previously calculated information associated with said ~~previously~~
~~transmitted~~ electronic mail message;

recreate a new version of said ~~previously transmitted~~ electronic mail
message by combining said customer ~~user~~ information, said previously calculated
information, and said template data.

44. (PREVIOUSLY PRESENTED) The apparatus of 43 wherein said
template varies depending upon what type of trigger event initiated said request.

45. (CURRENTLY AMENDED) The apparatus of claim 43 wherein said
template comprises information related to a transaction with said customer ~~a user~~.

46. (CURRENTLY AMENDED) The apparatus of claim 43 wherein said
~~previously transmitted~~ electronic mail message comprises a message personalized for
said user.

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47. (CURRENTLY AMENDED) The apparatus of claim 43 wherein said new version of said ~~previously transmitted~~ electronic mail message is sent to said user for display.

48. (PREVIOUSLY PRESENTED) The apparatus of claim 47 wherein said user comprises a customer service representative.

49. (CURRENTLY AMENDED) The apparatus of claim 47 wherein said user comprises said customer ~~an end-user~~.

50. (CURRENTLY AMENDED) The apparatus of claim 43 wherein said ~~user~~ customer information is obtained from a historical data file.

51. (CURRENTLY AMENDED) The apparatus of claim 50 wherein said historical data file comprises information providing a reason for transmitting said ~~previously transmitted~~ electronic mail message.

52. (PREVIOUSLY PRESENTED) The apparatus of claim 50 wherein said template data is separable from said historical data file.

B1 53. (PREVIOUSLY PRESENTED) The apparatus of claim 50 wherein said historical data file comprises transaction information.

54. (CURRENTLY AMENDED) The apparatus of claim 53 wherein said transaction information comprises data associated with a said customer.

B2 55. (NEW) A method for providing electronic mail messages comprising:
in response to a triggering event, accessing a template from a plurality of
templates, each of said plurality of templates comprising standardized information
associated with a type of triggering event;
generating an electronic mail message by populating said template with data from
a file associated with a customer; and
transmitting said electronic mail message to said customer.

56. (NEW) The method of claim 55, further comprising storing a reference to said template.

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57. (NEW) The method of claim 56, further comprising:

receiving a request for prior correspondence with said customer;

retrieving said reference;

obtaining said template based on said reference; and

regenerating said electronic mail message by populating said template with said data from said file.

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58. (NEW) The method of claim 57 wherein said request is received from an entity representative, said method further comprising displaying said electronic mail message to said entity representative.

59. (NEW) The method of claim 58, wherein said file further comprises note information from a prior communication with said customer, said method further comprising:

obtaining a notes template;

populating said notes template with said note information; and

displaying to said entity representative said notes template comprising said note information.

60. (NEW) The method of claim 58, wherein said file further comprises audio data of a prior communication with said customer, said method further comprising:

obtaining an audio template;

associating said audio data with said audio template;
displaying to said entity representative said audio template, said audio template
B2 configured to provide play back of said audio data.

61. (NEW) The method of claim 57, further comprising transmitting the regenerated electronic mail message to said customer.

62. (NEW) The method of claim 55, further comprising storing calculated data from said electronic mail message in said file.

63. (NEW) The method of claim 55, wherein said data comprises a record in a database.

64. (NEW) An apparatus comprising:
computer storage media comprising:
a plurality of templates, each of said templates associated with one of a plurality of standardized communications;
a plurality of files respectively associated with a plurality of customers, each of said files comprising:
one or more references to one or more templates used in one or more prior communications with a respective customer;
information specific to said respective customer;

a server configured to regenerate said one or more prior communications with
said respective customer by:

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obtaining one or more previously used templates based on said one or
more references;

populating said one or more previously used templates with data from said
information specific to said respective customer.

65. (NEW) The apparatus of claim 64, wherein said server is further
configured to provide regenerated prior communications to a requester.

66. (NEW) The apparatus of claim 65, wherein said requester is a customer
service representative.

67. (NEW) The apparatus of claim 64, wherein said information specific to
said respective customer comprises customer account information.

68. (NEW) The apparatus of claim 64, wherein said information specific to
said respective customer comprises customer transaction information.

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69. (NEW) The apparatus of claim 64:

wherein said information specific to said respective customer comprises a prior electronic mail message from said respective customer;

wherein said plurality of templates further comprises a mail display template; and

wherein said server is further configured to obtain said mail template and populate said mail template with said prior electronic mail message.

70. (NEW) The apparatus of claim 64:

wherein said information specific to said respective customer comprises text data from one or more notes associated with said respective customer;

wherein said plurality of templates further comprises a note display template; and

wherein said server is further configured to obtain said note display template and populate said note display template with said text data.

71. (NEW) The apparatus of claim 64:

wherein said information specific to said respective customer comprises audio data of a prior conversation with said respective customer;

wherein said plurality of templates further comprises an audio playback interface template; and

wherein said server is further configured to obtain said audio playback interface template and associate said audio playback interface template with said audio data.

B2 72. (NEW) The apparatus of claim 64, wherein said server is further configured to respond to a triggering event by:

- obtaining a triggered template associated with a type of said triggering event, said triggered template comprising standardized information associated with said triggering event;
- generating a triggered electronic mail message by populating said triggered template with data from a given file of a customer associated with said triggering event;
- transmitting said triggered electronic mail message to said customer; and
- storing a reference to said triggered template in said given file.

73. (NEW) The apparatus of claim 64:

- wherein said information specific to said respective customer comprises calculated data from a prior communication; and
- wherein said server is further configured to use said calculated data to populate said one or more previously used templates.
